



Buy with confidence from a KBSA member  
Local specialists you can trust to design and install your next kitchen,  
bathroom, bedroom or home office

**Choose a KBSA member for:**

- ✓ Top quality design and installation
- ✓ Confidence that you are using a reputable company
- ✓ First class customer service
- ✓ Professional, reliable and trustworthy workmanship
- ✓ Top quality materials and cabinetry
- ✓ State-of-the-art appliances and fittings
- ✓ ConsumerCare Plus insurance for your project
- ✓ Work within the KBSA code of practice.

**KBSA – over 300 independent specialists supported by over  
100 leading manufacturers and distributors.**

# KBSA ConsumerCare Plus

KBSA ConsumerCare Plus provides cover for customers of a KBSA Retail member as part of any domestic kitchen, bathroom, bedroom or home office installation up to £75,000 in contract price.

Under the terms of KBSA ConsumerCare Plus, customers are provided with insurance cover to protect them in the event of the KBSA retailer member ceasing to trade by reason of, for limited companies and limited liability partnerships: the appointment of a Liquidator, Receiver or Administrator, and for sole traders and partnerships: the winding up of the business due to Bankruptcy or the Death of all the Principal(s) and where all the Principal(s) estates have been declared insolvent.

**Please Note:** The following summary is for information purposes only, does not contain the full terms and conditions of the KBSA ConsumerCare Plus Scheme and does not form part of a contract of insurance. No cover is in place until you are forwarded a Policy of Insurance in your favour.

## DEPOSIT COVER

Deposit Protection provides cover to the consumer for an amount of up to a maximum of 25% of the total contract price, for a period of up to 120 days\* from the date of payment.

\*This period can be extended up to a total of 180 days upon specific request and approval by the Insurer.

## INCREASED DEPOSIT COVER

Deposit Protection is increased to provide cover to the consumer for an amount of up to a maximum of 50% of the total contract value, for a period of up to 14 days prior to delivery of the materials required for the installation.

## WORK IN PROGRESS COVER (AFTER DELIVERY OF THE MATERIALS)

The Work in Progress section of the policy provides cover to the consumer for an amount of up to a maximum of 50% of the total contract price, for a period of up to 42 days (6 weeks) from delivery of materials to completion of contract.

## WARRANTY COVER

The Warranty section of the Policy provides cover to the consumer for defects in the workmanship of the KBSA member retailer up to a maximum of 100% of Contract Price for a period of 2 years from completion of the installation.

## MAJOR DEFECTS COVER

On expiration of the Warranty section of cover, protection is provided against a Major Defect occurring within the next 4 years, for up to a maximum of 100% of Contract Price. A Major Defect is considered to be an acknowledged defect which is caused by defective workmanship carried out by or which is the responsibility of the KBSA retail member which results in rectification work to over 40% of the Insured Works.

## INSURANCE HELPLINE

If you have any questions or need to speak to someone regarding the KBSA ConsumerCare Plus Scheme please contact the Insurance Helpline which is run by QANW (Tel: 01292 268020). Neither KBSA nor their Retail Members are able to answer insurance related queries from consumers.

# KBSA ConsumerCare

If you enter into a 'supply only' contract with a KBSA member (no on site installation work) you will be provided with a KBSA ConsumerCare policy which will encompass the Deposit Cover and Increased Deposit Cover options detailed above.



## KBSA

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## QANW

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